Specification for Class of

INFORMATION TECHNOLOGY TECHNICIAN 2
Abolished Effective June 1, 2005

<u>Definition</u>: Under spot check supervision, performs routine technical tasks to test, install, maintain, and support client applications, hardware and software products, network infrastructure equipment, or telecommunications software or hardware. In a training capacity, may participate in basic programming or computer analysis.

<u>Distinguishing Characteristics</u>: Incumbents at this level have a working knowledge of computer systems and are able to complete routine tasks without help. Work performed is under spot check supervision and more significant problems/issues are referred to a higher level.

Incumbents typically perform the level of work described below a majority of the time. The work described below is not intended to be all inclusive but representative of the level of duties/responsibilities carried out by this job class:

Maintains printers, disk drives, and tape drives;

Identifies, evaluates, monitors and may resolve hardware, software, and operational problems, providing technical support to internal staff; assists staff in adapting to hardware, software, and network changes;

Uses a structured or 'canned' process to carry out routine support tasks such as re-imaging equipment, replicating a software image, installing software, upgrading RAM, installing a new hard drive or floppy drive;

Creates log-in IDs, resets passwords;

Trains staff in the use of computers and software or provides technical guidance and one-to-one training to end-users; assists staff with problems or questions pertaining to computer production work;

Serves as liaison between the customer and the information services division;

Installs, tests and maintains hardware and software products;

Receives and records trouble reports from end user customers; execute scripts; routes trouble ticket to higher level for resolution; notifies customers about outages, system problems, etc.;

Maintains service logs and/or on-line trouble logs and resolves client requests;

Calls vendors to do cabling for networks and phones;

Coordinates moves with network operations and employees.

<u>Minimum Qualifications</u>

Two years of experience in information technology related activities such as: installing workstations, providing technical support for software, or installing and maintaining PC hardware.

New class: effective 7-1-99; replaces CA/P 1 03510; DCT 2 03550